Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | **Top Number - Total Incidents** **Bottom Number - First Contact Resolution** | |
	Low	FCR Total
Labor Commission	58 28	58 28
Customer Company Total	58 28	58 28

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Labor Commission	58 1	58 1
Customer Company Total	58 1	58 1

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**	
	Low	**ATTIR Total**
Labor Commission	58 0.17	58 0.17
Customer Company Total	58 0.17	58 0.17

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
Customer Company	**Low**	**MR Total**
Labor Commission	58	58
	1	1
Customer Company Total	58	58
	1	1

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents	
	Bottom Number - Average time in hours	
Customer Company	**Low**	**ATTR Total**
Labor Commission	58 0.59	58 0.59
Customer Company Total	58 0.59	58 0.59

Labor Commission

Detail

Incident	Name / Group	Type	Detail	Item		Status	TIR Missed / TTR Missed	TIR / TTR
INC000000407945	Clark T Clements	PC/Laptop	Performance	None			TIR Missed: No	TIR: 0.28
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.78
INC000000408177	Bobbi Smith	Application	Error	None			TIR Missed: No	TIR: 0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000408829	Louis Silva	Network	Performance	Novell eDirectory			TIR Missed: No	TIR: 0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000409063	Louis Silva	None	None	None			TIR Missed: No	TIR: 0.47
	Help Desk	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR: 1.92
INC000000409081	Louis Silva	None	None	None			TIR Missed: No	TIR: 0.04
	Help Desk	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR: 1.47
INC000000409280	Kate McNeill	Application	None	Novell GroupWise			TIR Missed: No	TIR: 0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000409297	Elena Bensor	None	None	None			TIR Missed: Yes	TIR: 2.62
	Application Services	Dustin Crump	Labor Commission	Low		Closed	TTR Missed: No	TTR: 2.62
INC000000409330	Brent Asay	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR: 0.28
	Voice Operations	Romanza Hamblin	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.28
INC000000409579	Brent Asay	PC/Laptop	Error	Microsoft Windows 7			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.11
INC000000409881	Brent Asay	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR: 0.21
	Voice Operations	Romanza Hamblin	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.22
INC000000409923	Thuy Nguyen	Application	None	Novell GroupWise			TIR Missed: No	TIR: 0.21
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low		Closed	TTR Missed: No	TTR: 1.28
INC000000409930	Alicia Zavala-Lopez	Application	None	Novell GroupWise			TIR Missed: No	TIR: 0.12
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.35
INC000000409939	Dan King	Application	None	Novell GroupWise			TIR Missed: No	TIR: 0.07
	Help Desk	Julie VanBeekum	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.25
INC000000410285	Kate McNeill	PC/Laptop	Password	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low		Closed	TTR Missed: No	TTR: 1.15
INC000000410669	Leonor Lopez	None	None	None			TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.00
INC000000411018	Cheryl Luke	Application	Error	License Enforcement System			TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low		Closed	TTR Missed: No	TTR: 0.58

Labor Commission							

INC000000411632	Alicia Zavala-Lopez	Application	Error	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411735	Alicia Zavala-Lopez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.34
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	TTR: 2.27
INC000000411736	Alicia Zavala-Lopez	Network	Error	None		TIR Missed: No	TIR: 0.00
Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412339	Leonor Lopez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.08
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	TTR: 1.20
INC000000412515	Judith Alt	Application	None	None		TIR Missed: No	TIR: 0.10
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.13
INC000000412590	Mark Leblanc	Network	None	None		TIR Missed: No	TIR: 0.11
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.57
INC000000412663	Kenney Christensen	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.34
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	TTR: 0.85
INC000000413039	Leonor Lopez	Telecom	Hardware	Telephone		TIR Missed: No	TIR: 0.11
Voice Operations	Romanza Hamblin	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.52
INC000000413727	Leonor Lopez	Application	Error	None		TIR Missed: No	TIR: 0.25
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.34
INC000000414294	Shaheen Safiullah	None	None	None		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000414402	Greg Wright	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.43
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: Yes	TTR: 6.30
INC000000415501	Alan L Hennebold	None	None	None		TIR Missed: No	TIR: 0.64
Metro A Desktop Support	Rodney Austin	Labor Commission		Low	Closed	TTR Missed: No	TTR: 1.26
INC000000415562	Louis Silva	Telecom	Coverage Path	None		TIR Missed: No	TIR: 0.21
Voice Operations	Lois Schow	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.29
INC000000415790	Micheal Pedersen	None	None	None		TIR Missed: No	TIR: 0.00
Help Desk	James Stearns	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416153	Christin Torres	Network	None	Novell eDirectory		TIR Missed: No	TIR: 0.00
Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.00
INC000000416414	Donald Walker	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.28
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.29
INC000000416642	Tracy Payne	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.07
Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	TTR: 0.21

Labor Commission

INC000000416730	Ami Windham	None	None	None		TIR Missed: No	TIR:	0.00
Help Desk		Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000416781	Alan L Hennebold	None	None	Data Synchronizer		TIR Missed: No	TIR:	0.42
Help Desk		Sarah Johnson	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000416902	Debbie King	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Help Desk		Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	
INC000000417054	Ami Windham	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000417055	Deedee Brunatti	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000417064	Tracy Payne	PC/Laptop	None	None		TIR Missed: No	TIR:	0.10
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000417636	Tonya Gallegos	None	None	None		TIR Missed: No	TIR:	0.38
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000417749	Kate McNeill	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.04
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000418083	Neira Acevedo-Ramos	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000418097	Joy Lawrence	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Robert Wall	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000418137	Kate McNeill	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000418365	Nicole Nguyen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.04
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000418435	Jeanne Long	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.72
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	3.39
INC000000418657	Gina Spjut	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.29
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000418942	Joy Lawrence	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000420271	Gina Spjut	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000420445	Holly Lawrence	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.64

Labor Commission

INC000000420836	Micheal Pedersen	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000420988	Lola Chacon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.15
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000421101	Tracy Payne	Application	Error	State Payroll System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000421385	Bobbi Smith	PC/Laptop	None	None		TIR Missed: No	TIR:	0.18
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000421754	Lawnie Nebeker	Network	None	Novell eDirectory		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000421806	Lawnie Nebeker	Network	Password	None		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000421863	Judith Alt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000421985	Judith Alt	Application	Password	None		TIR Missed: No	TIR:	0.25
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.43